



Constituent Services Liaison – Park Slope and Windsor Terrace

The Position:

Council Member Shahana Hanif is seeking a Constituent Services Liaison to support residents in Park Slope and Windsor Terrace. This critical public-facing role involves advocating for the needs of constituents, responding to requests for assistance, and ensuring timely resolutions to issues affecting the community. The Liaison will work closely with city agencies, service providers, and constituents to address and resolve concerns.

Key Responsibilities:

- Manage the Council Member's constituent service caseload, including but not limited to:
 - Responding to constituent inquiries via phone, email, letter, and in-person visits, offering support and working to resolve issues effectively.
 - Collaborating with city agencies and service providers to address constituent concerns and identify solutions.
 - Tracking case progress and following up with agencies or service providers to ensure timely and successful resolution.
 - Keeping constituents and supervisors informed by providing regular updates on case status.
 - Maintaining accurate and up-to-date records for all cases in the CouncilStat constituent service database.
- Monitor ongoing casework to identify trends and collaborate across departments to develop coordinated responses, including potential legislative strategies and community events.
- Work with the Communications Associate to highlight district news, updates, and success stories in community communications and digital outreach.
- Represent the Council Member at community meetings, including Community Board meetings and local events, delivering updates and remarks on behalf of the Council Member.
- Availability for occasional evening and weekend work as needed.

Qualifications:

- In-depth knowledge of the 39th Council District, with a particular focus on Park Slope and Windsor Terrace.
- Experience in constituent services, case management, or social work is highly desirable.
- Strong project management, problem-solving, and multitasking skills.

- Ability to communicate effectively with a wide range of constituents, demonstrating professionalism, tact, and empathy.
 - Excellent verbal and written communication skills.
 - Strong organizational skills and keen attention to detail.
 - Ability to thrive in a fast-paced, high-pressure environment.
 - Passion for building a progressive and inclusive city that works for all.
 - Fluency in Spanish is a plus.
-

Salary & Benefits:

- Salary range: \$56,500 – \$61,500
 - Covered title by the Association of Legislative Employees. For more details on union benefits, visit nycouncilunion.com
 - Comprehensive healthcare options, including dental and vision, 401(k) and pension plan, commuter benefits, and a generous time-off policy.
-

We are an equal opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender, sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. Women, people of color, LGBTQ people, and members of other historically disenfranchised populations are strongly encouraged to apply.

Interested applicants should send resume and cover letter to MMalloy@council.nyc.gov with Subject Line: [Your Name] [Job Title] Application